

**ADA-30 Operations Center Activity Report  
September 11-14, 2001**

TIME	Remarks
0300	NORAD called back gave them information.
0310	WOC informed ACC/Bryan of situation.
0311	Rcvd call from NORAD/LTC Gruggles in regards to a down acft and explosion in Minneapolis.
0311	Called AGL ROC/Gary in reference to NORAD inquiry. AGL ROC conf'd WOC with ZMP. ZMP stated that a slow moving unidentified VFR acft on radar. F16s went in search of acft. F16s couldn't locate acft...continued on to another mission. Acft turned out to be a Lifeguard helicopter that landed St Mary's a local clinic.
0315	Bryan from ACC came in facility and asked what we had heard about a down acft in Minneapolis. Informed Bryan that we were checking on that and that we would let them know.
0320	Called NORAD/LTC Gruggles back and informed him of helo.
0330	Informed ACC/Bryan of situation.
0540	Computer Room brought up for conference to convene at 0630.
0630	Underwood, Canavan, and Manno in facility for conf in Computer room.
0704	Computer room conf. Ended.
0707	Dave Berthiaume/FEMA called to check on status of S1.
0910	Received call from ANM ROC, re two trains collide, briefed NRS, they were aware of incident.
0915	Up date on train wreck, freight/AMTRAK train collided 80 E Salt Lake City, briefed S1 office/OA2/FRA.
1010	Cusack returned GETS card, placed in GETS folder.
1014	ASW/Backman-ROC reported WACO Approach reported a target 1 N Crawford, Tx (RANCH) AOA/ADA briefed.
1015	S1 released statement saying air carriers will fly starting at 1100E.
1023	Conf ACS1/ACS2
1025	WACO incident. ACFT on ground. Briefed AOA/ADA.
1105	Briefed OA2/DA2 on two incidences; GA over flew Pres ranch near Waco & GA over flew Camp David. Military scrambled on both incidents
1105	Established net with ATCSCC/Johnston for the purpose of any air carrier incidents etc. Message passed to Daniel Vaca - Air Traffic Rep. In ACC.
1135	Received call from S1 Congressional staff Susan McColey: Sen. Feinstein husband will be flying from Korea to IAD via ANC & SFO. AOA-Natalie Hartman P.O.C. N108DB
1136	WACO suspect in custody by Secret Service. Briefed AOA/ADA.
1202	ASW/Amando-ROC, called to reported Bomb Threat at LAREDO Arpt. Briefed ACI/AOA/ADA.

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<b>TIME</b>	<b>Remarks</b>
1215	Paul Whitner-Hgr-6 called to inquire about Norfolk Arpt being open. Will be departing soon in both N2/N4 for PA.
1220	ASO-6 called, advised that tropical depression upgraded expecting land fall NW FL. 9/16.
1255	Received call from San Juan Arpt stating 3 bomb threats to arpt. Briefed ACI/AOA/ADA.
1424	Vickie Anderson-AAI # at Pentag [REDACTED]
1550	Computer rm test call.
1620	AOA-Rochelle req 1900E telcon with S1/S2/air carriers CEO's.
1719	DOD force down of Cessna N2998K—Martinsburg, WV
1740	White House Ops. Called with Mr. Frank Miller for ACS-1 or 2. Confd. To ACS-1/2, stayed on hold to long. White House dropped off with no conf.
1845	Per AAI-James, FDR from PA. Accident dep on N2 or N3 at 1800E, AAI-Donner briefed.
1850	Zoeller in facility informed WOC to include Bill Ellis in anything that we fax to him and Miller.
1900	Convened ADA/ADA CEO Airlines.
2235	Computer conference tomorrow 0730.

## **SEPTEMBER 14 2001**

0503	Maj Ted Wadsworth @ FT Myer = FDR/CDR @ Pentagon Located. Conf with Laura Brown 0507, ADA Miller 0508, AOA Zoeller 0508, CMC Maj McGuire 0509, NTSB Com Brian 0510,
0510	Conf APA-2 with AAI-100 Donner.
0710	ACO/Manno wants Vault door to remain open. Informed him that the facility needs to have some operational control. We will escort individuals through to the vault, unless otherwise instructed by ADA/AOA.
0715	ACO-1 Mr. Canavan escorted to the Computer Room.
0720	Escorted Dep Sec Mr. Jackson, into vault. Newby monitoring.
0730	Escorted Mr. Griffith and Mr. Peacock to Computer Room. ADA-1 escorted to computer room.
0735	MLA has given approval for entry door to the computer room to remain opened. Being monitored by both AAC personnel and WOC.
0740	AOA-1 Mrs. Garvey in facility. Accessed the computer room.
0820	Computer Room conference concluded. New conference to begin at 1030.
0850	Conf OST Public Affairs with APA-1 McCloud. Reference # of aircraft in the air.
0907	Paged Linda Blythe for Bud Donner. Ref: Citation.
0915	Per AOA-2 Information normally passed to OA2 and DA2. Should now be faxed to CMC at ext [REDACTED]

**ADA-30 Operations Center Activity Report  
September 11-14, 2001**

<b>TIME</b>	<b>Remarks</b>
0917	Faxed copy of Air Carrier Incident REL 137, FA-23, to CMC per OA2. Hand carried copies to OA2 and DA2. Information hand carried to ADA-1 in AOA library.
0920	Paged Paul Wiater for Bud Donner. Ref Citation.
0925	Conf Hangar 6, Wiater with AAI-Donner.
1010	Hangar 6 Clemmons, with Doug Davis (CMC), ref N4 departure.
1030	Received 2 Outgoing Faxed with 47 addressees. Earlier faxes (5) with 47 addresses being xmitted. Faxes consists between 5 thru 15 pages long.
1045	Delivered multiple faxes to AOA suites for AOA-1.
1059	Conf Hangar 6 Wiater with AOA-1/Rochelle.
1110	Fax from (Security Announcement) 0053 and 0054 will be delayed memory overflow in faxes.
1115	Air Carrier Incident REL 137, FA-23, acft landed at Aspen and Pilot now in police custody.
1150	Delivered Fax to Security (ACC) from Transport Canada.
1230	Delivered Fax to Charlotte (ACC) fax from Transport Canada.
1245	Delivered fax to Charlotte (ACC) fax for Lee Longmire.
1251	Conf DOT with CMC Nancy. Ref Part 137.
1240	SITREP #4.
1436	Multiple BOMB Threats Miami International. Passed to ACI,

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Lotus cc: Mail for Bell Mickle

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**Date:** 09/14/2001 5:44 PM

**Sender:** Bell Mickle

**To:** Tracy Paquin  
Ruth Leverenz  
Bell Mickle

**Priority:** Urgent

**Subject:** Per Esther, Darlene's now meeting at 10:00am EST

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Author: Bell Mickle

Date: 09/14/2001 5:44 PM

Priority: Urgent

To: Tracy Paquin

To: Ruth Leverenz at ASW001P0

To: Bell Mickle

Subject: Per Esther, Darlene's now meeting at 10:00am EST *tomorrow, Sat 9/15*

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instead of 7:am EST in ARA-1 conference room 1018.

## DAILY RECORD OF FACILITY OPERATION

Page No. 1

Date: September 11, 2001

Location:

Identification:

Type Facility:

Operating Position:

Checked By:

Des Plaines, IL

AGL-6

ROC

Duty Officer

Chief: Tom Brand, Acting Manager

TIME (GMT)

REMARKS

INIT

0500

OPENING LOG.

RH

0527

DETROIT METRO ATCT REPORTED NORTHWEST 60 INCIDENT.

RH

1040

CLEVELAND ARTCC REPORTED UNITED EXPRESS 4044 INCIDENT.

RH

1253

ACFT CRASHED INTO WORLD TRADE CENTER

GM

1304

SECOND ACFT CRASHED INTO WORLD TRADE CENTER

GM

1309

ZID: AAL77 OFF RADAR YRK080010

GM

1333

WOC/FBI TELECON

GM

1339

ZOB: UAL93 B752 EWR-SFO SCREAMING/BOMB STATEMENT HEARD ABOARD

GM

1339

ACFT HIT W SIDE OF PENTAGON

GM

1345

UAL93 DESCENDING OVER CLE

GM

1354

DAL1989 B763 BOS-CLE HIJACKED

GM

1401

1 BLDG OF WTC COLLAPSED

GM

1410

CLE AFSS ATC 0 BLDG EVAC BOMB THREAT

GM

1412

BLOOMINGBIRD REQUESTED PG: ORDERLY EVACUATION OF RO

GM

1420

MALY REQ: EVAC OF NON-ESSENTIAL RO

GM

1420

NY/DC FED BLDGS EVACUATED. ALL ACFT INSTRUCTED TO LAND. NO DEP.

GM

1421

DAL1989 LNDD CLE WOI

GM

1425

CAR BOMB AT STATE DEPT, DC

GM

1425

WHITE HOUSE EVAC

GM

1425

2<sup>ND</sup> BLDG OF WTC COLLAPSED

GM

1435

UAL93 HIJACKED

GM

1445

ALL RO NON-ESSENTIAL PERSONNEL SENT HOME

GM

1447

UAL93 CRASHED 10 NE IHD/60 SW JST SOMERSET, PA

GM

1509

CLE: NON-SPECIFIC BOMB THREAT TO FBO

GM

1522

ANE: SECON LEVEL BRAVO. REVIEW LEVEL C AND D

GM

1530

PRANK CALLER SAID "BOOM" AND HUNG UP

GM

1540

ACFT CRASHED INTO PENTAGON

GM

1540

UAL182 UNACCOUNTED FOR

GM

1551

WOC: NATL COOP ACTIVATED

GM

1645

DAL1989 DEPLANED CLE

GM

1646

IL NATL GUARD ON CALL

GM

1817

RENOT 1/03 SENT SECON D

GM

1946

KOREAN AIR O.G W.O.I WHITE HORSE, CANADA

TR

2212

RACER12 F16 UNSCHED LNDG PFO

TR

0500

LOG CLOSED

GM

TIME (GMT)

DATE

CARRY FORWARD TO NEXT DAY ITEMS

INIT

I CERTIFY that entries above are correct; that all scheduled operations have been accomplished except as noted, and that all abnormal occurrences and conditions have been recorded.

SIGNATURE(S) OF WATCH SUPERVISOR(S)



## DAILY RECORD OF FACILITY OPERATION

Page No. 1

Date: September 14, 2001

Location:

Identification:

Type Facility:

Operating Position:

Checked By:

Des Plaines, IL

AGL-6

ROC

Duty Officer

Chief: Tom Brand, Acting Manager

TIME (GMT)

REMARKS

INIT

0745

MEDIA: AIRCRAFT CRASHED INTO WORLD TRADE CENTER. PAGED AGL-ADMINISTRATOR  
REM. PUBLIC AFFAIRS, AIR TRAFFIC

0750

WASHINGTON WOC REQUESTED AGL ON NATIONAL NET BECAUSE OF PROXIMITY

0804

MEDIA: SECOND AIRCRAFT CRASHED INTO WTC. SECURITY SPECIALIST REPORTED TO  
THE ROC TO TAKE NOTES AND ANSWER LAW ENFORCEMENT CALLS.

0809

ZID: AAL77 OFF RADAR TEN MILES NORTHEAST OF YORK VOR REPORTED TO AIR  
TRAFFIC. LOBS (CAS, AT, AND AF) SENT THEIR CRISIS WORKING GROUP  
REPRESENTATIVE TO THE ROC AND SET UP SECONDARY NETS IN THEIR OFFICES.

0833

NET: FBI JOINS THE NET

0839

ZOB: UNITED AIRLINES 93 B752 FROM NEWARK TO SAN FRANCISCO REPORTED  
SCREAMING AND BOMB STATEMENT. PARALLEL NOTIFICATION TO AIR TRAFFIC.  
NET: AIRCRAFT HIT WEST SIDE OF PENTAGON.

0845

NET: UNITED AIRLINES 93 DESCENDING OVER CLEVELAND

0854

NET: DELTA 1989 B763 FROM BOSTON TO CLEVELAND HIJACKED.

0901

MEDIA: FIRST BUILDING OF WTC COLLAPSED

0910

AT: REPORTS CLEVELAND AFSS ATC-0 DUE TO EVACUATION BOMB THREAT. SECURITY  
NOTIFIED.

0912

AGL-3 ORDERS EVACUATION OF RO

0920

NET: NEW YORK AND DC BUILDINGS EVACUATED. ALL AIRCRAFT INSTRUCTED TO  
LAND. NO DEPARTURES

0921

NET: DELTA 1989 LANDED CLEVELAND WITHOUT INCIDENT

0925

NET: CAR BOMB AT STATE DEPARTMENT D.C. RESULTS IN NON-INCIDENT. WHITE HOUSE  
EVACUATED. SECOND BUILDING OF WTC COLLAPSED

0935

NET: UNITED AIRLINES 93 HIJACKED

0945

ALL AGL NON-EMERGENCY PERSONNEL RELEASED

0947

NET: UNITED 93 CRASHED 60 MILES SOUTHWEST OF JOHNSTON PENNSYLVANIA  
(SOMERSET)

1009

CLEVELAND CENTER: REPORTS NON-SPECIFIC BOMB THREAT REPORTED BY FBO AT  
DAYTON, OHIO

1022

ANE ROC: FAXED SECON LEVEL BRAVO REVIEWING LEVEL C AND D. AGL-3 NOTIFIED.

1030

AGL ROC RECEIVES PRANK CALLER - SAID BOOM AND HUNG UP

1040

NET: UNITED AIRLINES 182 UNACCOUNTED FOR

1051

WASHINGTON FAX: NATIONAL COOP ACTIVATED

1145

DELTA 1989 DEPLANED AT CLEVELAND

1146

ILLINOIS NATIONAL GUARD: ON STANDBY

1317

RENOT 1/03 SECON D

1446

KOREAN AIRLINER ON GROUND WITHOUT INCIDENT, WHITEHORSE, CANADA

1712

CLEVELAND CENTER: RACER 12 F16 UNSCHEDULED LANDING AT OFFUT, AFB. AT  
NOTIFIED.

2400

LOG CLOSED

TIME (GMT)

DATE

CARRY FORWARD TO NEXT DAY ITEMS

INIT

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have been recorded.

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The escalation of events changes the command and control communications from day-to-day to an emergency structure, which is well documented in the FAA 1900.1 and Civil Aviation Security SOPs. How well did it work? It is not perfect and there will be lessons learned. It is impossible to know what changes can be made until the process can be evaluated. First, the ROC must finish the job supporting command and control over the NAS until it is back to normal.

Time: CDT	Event:	Action and Process of Notification
0745 9/11/01	RDO was monitoring the news and witnessed first aircraft hit WTC. This was witnessed by most of the FAA as well as the public at large. This sparked simultaneous actions and within minutes most lines of business established their LOB nets and coordinated information with the ROC as well as other LOBs in using many processes, techniques and means.	AGL-530 specialist witness in ROC Page was sent to AGL-1/3/5/500/505 0753c
0750	<p>Washington Ops Center set up National Net. LOBs sent their CWG representative to the ROC. Once the national net is established the chairperson (in this case CAS) becomes the spokes person for the FAA. All requests from SS, FBI, White House, DOD are made on this net. All information needed by FAA is done up the chain of LOB command and given to the spokes person.</p> <p>Assignments to AGL came down through LOB chain of command.</p> <p>Once the Emergency Operations plan is activated. Day-to-day notification SOPs are suspended and emergency coordination takes place.</p> <p>Phone, FAX, alpha pagers, e-mail nets and personal representatives are in constant coordination between LOBs and the ROC as requests are made or new information is reported.</p>	<p>WOC requested AGL-ROC be on the net because of proximity to AEA.</p> <p>From this point on the Ops Officer handles several phone calls a minute from Press, public, Law enforcement, aviation industry as well as facilities. He made hundreds of calls to field facilities, LOB representatives, other Ops Centers. He also had to respond to building evacuation, Transmitting RENOTs, supplying SAT and cell phones, GETS Cards, make announcements and</p> <p>CAS specialist remained in ROC, coordinated with secondary net set up in CAS office. Law enforcement calls were transferred to him.</p> <p>AT, AF, and Public affairs. Worked very much the same way.</p> <p>Ops Officer makes and receives calls to ensure coordination or de-conflict information.</p> <p>Calls from the field and other information was raised simultaneously and in parallel.</p>
9/14/01 1600	National Net still active and the ROC, LOB crisis centers are still manned 24 hours	The National Net becomes the sources of official information. The ROC documents events and verified information. Where operational calls are normally documented, during crisis, notification is shared and coordinated. There is no way normally detailed documentation can be done while responding to the crisis

ANE ROC LOG



0835E: Terry Biggio (ZBW)  
Hijack AAL11, B767, BOS-LAX at 0813E and 50 seconds  
North of Cambridge VOR, vicinity of Albany, VOR  
Flight Level 290  
Frequency 126.82

Pilot keyed mike while threat was being made in the cockpit.  
Crew subsequently turned transponder off.  
Aircraft turned southbound.

ZBW put in conference call (secondary/tactical net)  
0836E: Tom Benson ntfd and added to conf call  
0836E: ADA-30 (Jessie) & ACI (Smith) ntfd and added to conf.  
0838E: Casfo (Turano) ntfd and added to net  
0840: ANE-700 (Batts) ntfd and added to net  
0842: Trish Garrambone ntfd (in Ops Center)

0845: CNN reporting aircraft crashed into World Trade Center

Subsequent news reports of another aircraft hitting World Trade Center and other activity in Washington and Pennsylvania.

Possibly: United 175  
Delta 1989 on ground Cleveland with flaps down.  
American 77 - missing

0905: Primary and tertiary nets set up with Washington and ANE Security Division

1015E: Secon Level Charlie - ANE-1

1040E: Boston ARTCC evacuating to alternate facility (11 Murphy Drive)  
Boston ARTCC ATC ZERO

CASFO requested secondary local security telecon be set up

1108E: Air Traffic Command Post set up at 11 Murphy Drive

G: Groups\Opsctr\Wpfiles091101HJ

BACK  
O'CONNOR

101

Jane Phil

ZBW called Ane-6 HIJACK.

ZBW CONF: AAL 11 B767 Dept Bos to LAX freq 127.82 fl 290 pilot keyed mike, controller at ZBW heard threats. ACFT over Cambridge VOR at FL 290 turning south toward JFK. NO TRANSPONDER. SOUNDSCLICKING of the MIKE.

NYC Reports ELT FIRE at World TRADE CENTER.

1530 Z SECON LEVEL "C" in effect  
BGR APCH 3 C130 TO REFUEL FOR STAND-BY  
UAL 175, B737, BOS-LAX MISSING  
DAL 1989 AT CLE SECURED BY FBI, PASSENGERS STILL ON BOARD.

1600 Z SECON LEVEL "D" in effect

## AIRCRAFT INVOLVED IN EVENTS

AAL 11 B767  
UAL 175 B767  
AAL 77 B757  
UAL 93 B757

1 of 1

glida  
Sherr  
Dottin

- 1235 Z Z
- 1123 - Brendan - ACK evacuated terminal
- 1124 - Ken Roach (FSDO-3) re: Nat'l Guard needs to launch...needs approval (3 CH47)
- 1134 - called Ken Roach back
- 1137 - Lt. Barry (ST PD) codes for state helicopters
- 1144 - conf. Bruce Couillard
- 1148 - Jason Step - BOS TRACON
- 1151 - BGR AFSS (Bill Green) Omaha 43 (Customs Helicopter) MHT to refuel ISP
- 1152 - John Marden - Med Flight 3 (N272NE)...at MGH helipad
- 1158 - call from Ruth Leverenz - SEC CON Level "D"
- 1205 - call from Vic-GMCC...SMO office level C to D
- 1207 - call from SGT Peltier (Groton/ New London A/P PD)
- 1241 - BDR AFSS - at SEC CON D
- 1242 - call from Bert (ANE-505)
- 1245 - call from Vic - GMCC - at SEC CON D
- 1249 - call from John M
- 1252 - BGR AFSS - Bill Green
- 1306 - FSDO-5 - SEC CON Level D
- 1316 - Southern SMO - at SEC CON Level D - Per Vic
- 1318 - call from Rockingham Sheriffs Office (Mark) large jets flying overhead
- 1320 - call from NY State PD - need clearance to fly NY governor to NYC
- 1325 - call from LWM ATCT (Cindy) - at SEC CON Level D
- 1326 - call from BOS ARTCC (Bob Jones) - at SEC CON Level D
- 1347 - call from Nancy (ANE-1) SW flight standards evacuating
- 1357 - Glenn Michaels stuck in St. Louis
- 1414 - call from Ron Crossman
- 1436 - conf Mike Perry
- 1438 - call from BGR AFSS (Cherie) Re: SCATANA
- 1442 - call from Ken Warner (FBI) conf him with Mike Perry
- 1530 - conf Ron Crossman w/AT command
- 1544 - called CASFU (Doug) Re SEC CON level

1610 - AF SFC Portland (Robt Durocher) - at SEC CON Level D

1626 - call from CASFU (Doug) at Level D

1959 - call from Joe C (BGR AFSS) he got a call from George Courtney (11/9/01 he was flying from Greenville, ME to NH over Fryburg, ME - [REDACTED] Mr Courtney stated: 1130EDT, on freq. 123.45 (US Naval North Atlantic operations) he heard a "foreign voice calling for American Airlines response - critical situation; spoke a series of letters and numbers no reply; repeated again; no reply". Said another pilot heard the same thing. Passed info onto ANE-700 (Fogerty)

9/15/01

- ATCSCC -
- ME-1200<sup>code</sup>, 245/51
- Security - AAL 6663 - needs location  
LAX - from FBI

- AEA - 272BC - w/people to Kansas

ASO - Trinidad - Toronto - SSV891 A320

- ATCSCC - ATA, system not allowing flight plans to be filed.

AWP

- TW42 - 2 suspects - AAL 6663 - held a/c  
Security

- AEA - DCA / Leadburg OK

- ZOB - GA, to HPD w/ intermittent transponder  
ask to land, get fixed.

- Security - ask TW42 to move

- Fox News - saying GA OK -

~~ATA desk - 2000 authorized~~

- AGH - AAL 77 12 a/c in sector at time  
2 " outside time worked  
4 in handoff to sector  
6 tracked a/c in adjacent  
not being worked



## DAILY RECORD OF FACILITY OPERATION

PAGE NO

1

DATE

9/11/01

CHECKED BY

LOCATION

JFK

IDENTIFICATION

AEA-6

TYPE FACILITY

ROC

OPERATING POSITION

ROO

CHIEF

—

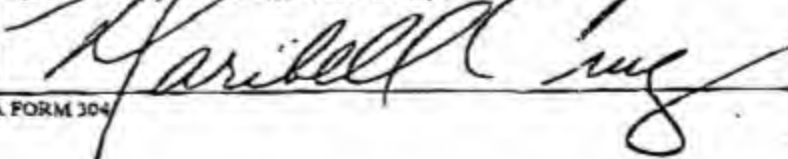
TIME  
(GMT)

REMARKS

0400 Camacho on duty.  
0835 Checked CRYPTO and AIS traffic.  
0955 Garcia on duty  
1156 EWR/SN A/C Incid. COA1091/B737 TEBFSDO/Emery  
1250 N90/Birch possible hijack on AAL 11/B757 / WTC RANS  
1255 A/Feldman declared SECON level C  
1327 N90/ airspace closed  
1359 EWR/ SFO [REDACTED] on board (cell ph) hijackers were rushing cockpit, NY Spolice/  
Rodriguez [REDACTED]  
1417 LAG/SH bomb threat in facility bldg, will be evacuating AEA-505/Blank  
1437 RENOT was issued SECON  
1445 WOC/Avery activated [REDACTED]  
1520 Somerset, PA/Officer Link [REDACTED] downed a/c UA 93  
1521 TACTICAL NET/JFK 3 ARABS refused to leave a/c at gate 2 CASFO notified  
1541 Elkins/Sizzoms going into ATCO AEA-505/Blank  
1550 AGC FSDO/Pitman UA 93 is down in Somerset Co., PA Inspr: Coshar, Rivara, Hall have been dispatch  
(at 1500Z)  
1600 WOC/Evans notified of (ref: 1550Z)  
1617 AEA-710/Schorot passgs were deplaned, no incident  
1541 Elkins/Sizzoms going into ATCO AEA-505/Blank  
1550 AGC FSDO/Pitman UA 93 is down in Somerset Co., PA Inspr: Coshar, Rivara, Hall have been dispatch  
(at 1500Z)  
1600 WOC/Evans notified of (ref: 1550Z)  
1632 WOC confirmed to A Feldman declare SECON D  
1635 RENOT sent - increased to second level D  
1656 ALNOT/WOC all ANM fac. - D level ANM700/Blank  
1747 Recvd numerous calls from citizens upstate NY concerning a B747 type a/c  
Flying low down thru was toward NYC not: AEA-700/500  
1800 Called AAL AMR/CMO/Glober ref: WTC a/c AAL 11/B767, Bos via LAX, 92 pob  
& AAL 77/B757, IAD via LAX, 64 pob RANS  
1838 FEMA/Finnigan activated ROC, WXX paged TT/SC AEA-6  
1911 Elkin AFSS/SS ATO cmd [REDACTED] was military [REDACTED] back in svc.  
2100 ROC placed general ann. On [REDACTED] and voice mail [REDACTED] "Region is closed 9/12/01"  
2118 LAG/MP will remain open until [REDACTED] 01  
2211 Green Castle, PA/Bob Norris [REDACTED] unable to see reg# of G/A, plane dropped something  
(item) out of craft east of his house [REDACTED] item, Ref. To local authorities  
2223 Calvert Co.MD/Miller, dispatcher [REDACTED] lady called about why were the planes still flying? Unable  
To give reg#.  
2225 Paged DCAFSDO/Denny, person on duty is D.Nelson, paged DN at 2244Z  
2243 Paged DCAFSO SUP/Scarpinato, said Bill Burgman at the scene, will call back w/update (Pentagon,DC)  
2300 Cruz on duty [REDACTED]  
2322 PIT Emerg Ops/KAS [REDACTED] citizens reporting low flying a/c, no reg# known log only

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SIGNATURE(S) OF WATCH SUPERVISOR(S)



UPDATED

EASTERN REGION OPERATIONS CENTER  
PRELIMINARY AIRCRAFT ACCIDENT REPORT

## 1. DATE, TIME, AND LOCATION OF ACCIDENT:

A. DATE (UTC): 09/11/01 B. UTC TIME: 1250Z C. LCL TIME: 0850E

D. LOCATION: WORLD TRADE CENTER, NY, NY

2. WEATHER INFORMATION: METAR 111251Z 31010KT 10SM FEW250 21/14 A3013

3. AIRCRAFT INFORMATION: ID: AAL 11 (N334AA) MAKE AND MODEL: B767

## 4. DAMAGES:

AIRCRAFT: ☐ NONE ☐ MINOR ☐ SUBSTANTIAL ☒ DESTROYED ☐ UNKNOWNGROUND: ☐ NONE ☒ YES ☐ UNKNOWN

## 5. INDICATE NUMBER OF INJURIES:

OCCUPANTS: ☐ NONE ☐ MINOR ☐ SERIOUS ☐ 92 FATAL ☐ UNKNOWNGROUND: ☐ NONE ☐ MINOR ☐ SERIOUS ☐ FATAL ☒ UNKNOWN

## 6. FAA AIR TRAFFIC SERVICES:

LAST DEPARTURE POINT: Boston, MA INTENDED DESTINATION: Los Angeles, CA

FLIGHT PLAN: ☐ NONE ☒ IFR ☐ VFR ☐ UNKNOWNPILOT BRIEFING: ☐ YES-FACILITY: ☐ NO ☒ UNKNOWN

## 7. DESCRIPTION OF CIRCUMSTANCES SURROUNDING ACCIDENT:

The aircraft enroute from Boston, MA to Los Angeles, CA, was hijacked and crashed into the World Trade Center Building in downtown Manhattan, NY. The aircraft was destroyed and the 92 people on board were fatally injured. It is unknown how many people were injured or killed in the building.

8. REPORTING FACILITY AND PERSON: N90/Birch PHONE NO: \_\_\_\_\_

9. PERSON RECEIVING NOTIFICATION: Garcia/ROO/Camacho/ROO DTC (UTC): 09/11/01 1250Z

## NOTIFICATION LIST

RANS/WOC	RANS/AEA1	RANS/AEA-3	RANS/AEA-5
RANS/AEA-6	RANS/AEA470	RANS/AEA-600	RANS/AEA-700
RANS/FSDO-NYC	RANS/NTSB	RANS/AEA-230	RANS/AEA-505

THIS IS PRELIMINARY DATA AND SUBJECT TO CHANGE

Communicator  
FBI EASTERN REGION OFF CENTER  
Execution List Qualification and Exception Report

U  
AAL 11  
WLA

Date and Time of this Printout: September 11, 2001 09:23:04

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Scenario ID &amp; Description: 1071 - General Purpose (Duty Hrs)

Execution Date &amp; Time: September 11, 2001, 09:24:43

List ID &amp; Description: GP DUTY - GENERAL PURPOSE (DUTY HOURS), 15 People Required, 11 People Qualified, 4 Open Slots Remain

List of the 11 People Qualified

Count	First Name	Last Name	ID Code	Rank	Time	Fill	Time	Type	Number	Called	Qual	Verif	ETA
1)	LAWSON	MCC		1	00	09:07:51		Other					
2)	NY	RECC		3	00	08:55:16		Other					
3)	OFFICE	AREA-1		4	00	08:55:32		Work					
4)	OFFICE	AREA-3		5	00	08:55:18		Work					
5)	OFFICE	AREA-2		6	00	08:59:27							
6)	COMM	NYU		8	00	08:57:36							
7)	OFFICE	AREA-670		10	00	09:02:47		Work					
8)	OFFICE	AREA-200		12	00	09:17:03							
9)	OFFICE	AREA-700		13	00	08:58:25		Work					
10)	OFFICE	FEDS-NYC		14	00	08:57:26		Work					
11)	CHIEF	ROBERT		15	00	09:03:52		Work					

People Remaining for the 4 Open Slots

Count	Name	ID Code	Rank	TM	Type	Phone Number	Attempt	Last Call	Status	Last Time	Qual	Verif	ETA
1)	W.WOC		1	00	None Work				5 Completed Successfully	09:23:00			
2)	T.AEA-6		7	00	None Pager Work				5 Completed Successfully 5 No Answer	09:20:29 09:20:02			
3)	G.AEA-230		9	00	Work Work Work				3 No Answer 5 Completed Successfully 5 No Answer	09:20:05 09:20:35 09:22:10			
4)	C.AEA-505		11	00	Pager				5 Busy Line	09:20:04			